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Glendale, AZ 85301

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AZ Corporation Commission
Director Of Utilities

To Corporation Commission
Pine Water Company
-Docket Number W-03512A-03-0279

AZ CORP COMMISSION
DOCUMENT CONTROL

Dear Commissioner:

As a customer, I feel very frustrated with the water situation in Pine. Continuing to add additional water meters, will only make it worse. For every water meter added closer to the water tank, we're more likely to run out of water, at our cabin on Lot 74 (#3497) Foothills Drive.

We use our cabin, primarily on weekends. We used to invite people to visit- usually just for the day/. These days the only way we can invite them is to say - well bring your own "porta-potty" as there might not be flush available

In the current billing situation - Pine Water Company makes more money by installing more water meters, even though they don't have capacity to serve their present customers.

- As a customer, I'm billed even if I use no water
- As a customer I'm billed even more if Pine Water Company runs out of water.
 - o They added a water hauling fee to our bill, when they ran out last summer.
- There are no penalties for Pine Water Company not providing water to customers who pay their monthly bills.

When they purchased the water company, and also when they've filed for rate increases, there seem to be some general words, that they would increase water capacity. However I see no evidence of improvement- we're more likely to run out of water now, than we were a few years ago.

In roughly the same timeframe, the town of Strawberry's water system has actually improved water capacity by drilling more wells and increasing water storage capacity. They do not appear to have the same degree of problems with their water, because they were more aggressive in addressing the issues.

Even with the economic boom in housing- Pine property values are going down, rather than up, because the water situation is so bad.

This past weekend, there was a newspaper article on Payson getting rights to Blue Ridge Reservoir water- I don't see similar proactive steps being taken by Pine Water Company.

I think the situation is very bad. I support the corporation commission recommendation for a moratorium on additional water meters, until there is significant measurable improvement- This should be for a minimum of a year. Pine Water Company needs to show that they can first serve existing customers prior to adding new ones. Areas for improvement include overall water quality, water and storage capacity and system maintenance. Maybe with stronger regulatory measures, the water situation will actually get better in Pine.

Regards,

Anne McHugh